

**City of Chattanooga, TN**  
**Personnel Class Specification**

***Class code 0410***

**FLSA: Non-Exempt**

**CLASSIFICATION TITLE: BOX OFFICE COORDINATOR**

**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to supervise box office and ticket sales functions for the city's civic facilities and to coordinate related administrative functions.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

Supervises and coordinates work of part-time box office and ticket sales employees; plans work schedules; assigns and monitors work; trains and instructs employees; coordinates payroll; enforces policies and procedures.

Supervises daily activities of box office and telephone room; provides event and pricing information to employees; monitors sales transactions and telephone orders to ensure effective and efficient service.

Responds to inquiries, problems or complaints from the general public; resolves customer service problems.

Maintains mailing lists, account information customer files, sales data and other information on personal computer.

Performs duties of ticket sales staff by answering the telephone, assisting customers at the box office window, processing ticket sales and entering reservations data into computer.

Handles group ticket sales and other nonroutine transactions.

Reviews and verifies ticket sales totals; closes out cash drawers and balances cash receipts; prepares sales reports and bank deposits.

Prints computer-generated reports including credit card reports, cash card summary reports, and sales reports; reviews, verifies and corrects data as needed.

Interacts with promoters, auditors, department and city staff, supervisor, and others regarding box office activities.

Assists with various administrative duties including balancing checking account, maintaining customer accounts and files.

Writes correspondence, memos and financial reports; maintains logs; creates routine forms for Box Office activities.

### **ADDITIONAL FUNCTIONS**

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by college level course work or vocational training in business administration, accounting or related field; supplemented by one (1) to two (2) years previous experience and/or training involving responsible customer service or ticket sales work and bookkeeping; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

**Human Interaction:** Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.